

FIG. 1

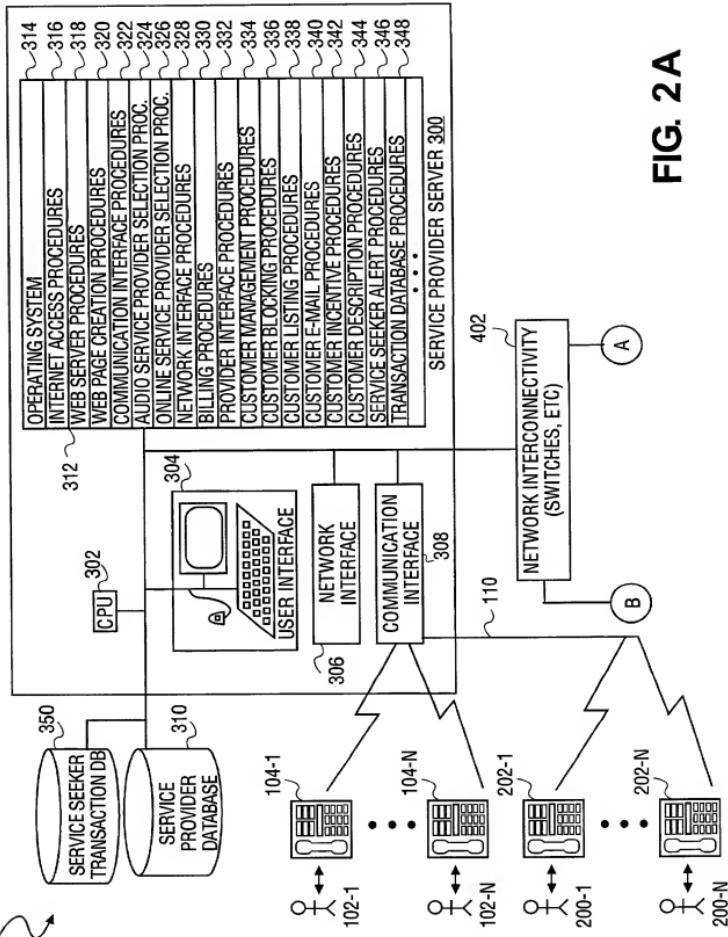


FIG. 2A

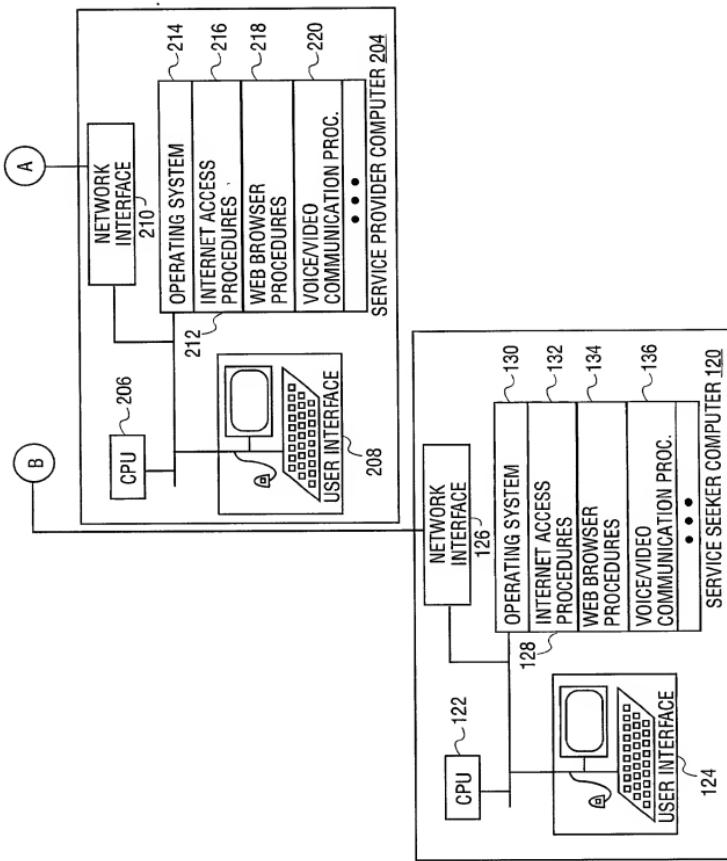


FIG. 2B

My Keen > My Customers

502 My Customers Main View Customer List 504

Manage your relationships with your customer by sending Keen Mail correspondence to them, writing notes to yourself about conversations you've had, and organizing them into customer lists. Below, you can see who called you when, what type of correspondence you had, and how much the customer spent with you. [Learn more about Who Customers](#)

506 - 508

[Compose E-Mail](#) [Block](#) [Assign to List](#)

```

classDiagram
    class Customer {
        String name
        String address
        String phone
        void addOrder(Order)
        void removeOrder(Order)
        List listOrders()
    }

```

1000

CUSTOMER MANAGEMENT SCREEN 500

3
EIG

FIG. 4

My Keen > My Customers																													
Main View Customer Lists																													
<table border="1"> <tr> <td>Member Name: Scott</td> <td>~ 602</td> </tr> <tr> <td colspan="2">Alert: Urgent - Follow Up Now! • ~ 604</td> </tr> <tr> <td colspan="2"> Send Keen Mail ~ 608 Send Invitation ~ 610 </td> </tr> <tr> <td colspan="2"> Customer Type: -unassigned- Update </td> </tr> <tr> <td colspan="2"> 612 Member Since 11/08/00 </td> </tr> </table>		Member Name: Scott	~ 602	Alert: Urgent - Follow Up Now! • ~ 604		Send Keen Mail ~ 608 Send Invitation ~ 610		Customer Type: -unassigned- Update		612 Member Since 11/08/00																			
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<table border="1"> <thead> <tr> <th colspan="4">Contact Summary 620</th> </tr> <tr> <th colspan="2">Total Amount Earned: \$0.00 *</th> <th colspan="2">Average Feedback Given: ★★★★★</th> </tr> <tr> <th>Type of Contact</th> <th>Amt. Earned</th> <th># of Contacts</th> <th>Last Contact (in days)</th> </tr> </thead> <tbody> <tr> <td>Live Advice Calls:</td> <td>\$0.00</td> <td>2</td> <td>42</td> </tr> <tr> <td>Recorded Advice Calls:</td> <td>--</td> <td>0</td> <td>--</td> </tr> <tr> <td>Keen Mail Sent:</td> <td>--</td> <td>3</td> <td>23</td> </tr> <tr> <td>Keen Mail Received:</td> <td>--</td> <td>1</td> <td>629</td> </tr> </tbody> </table>		Contact Summary 620				Total Amount Earned: \$0.00 *		Average Feedback Given: ★★★★★		Type of Contact	Amt. Earned	# of Contacts	Last Contact (in days)	Live Advice Calls:	\$0.00	2	42	Recorded Advice Calls:	--	0	--	Keen Mail Sent:	--	3	23	Keen Mail Received:	--	1	629
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<p>* calls only</p> <table border="1"> <tr> <td>630</td> <td>632</td> <td>634</td> <td>636</td> </tr> <tr> <td>Contacts ~</td> <td></td> <td></td> <td></td> </tr> <tr> <td>~ Date</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Type of Contact</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="4">Amount Earned</td> </tr> </table>		630	632	634	636	Contacts ~				~ Date				Type of Contact				Amount Earned											
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~ Date																													
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Amount Earned																													
<table border="1"> <tr> <td>11/06/2001</td> <td>Sent Keen Mail</td> </tr> <tr> <td>10/18/2001</td> <td>Live Advice Call</td> </tr> <tr> <td>10/18/2001</td> <td>Live Advice Call</td> </tr> <tr> <td>10/11/2001</td> <td>Received Keen Mail</td> </tr> <tr> <td>10/11/2001</td> <td>Sent 3 Free Minutes</td> </tr> <tr> <td>640</td> <td>Notes ~</td> </tr> </table>		11/06/2001	Sent Keen Mail	10/18/2001	Live Advice Call	10/18/2001	Live Advice Call	10/11/2001	Received Keen Mail	10/11/2001	Sent 3 Free Minutes	640	Notes ~																
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640	Notes ~																												

Contacts ~	630	632
→ Date		
Type of Contact	634	636
Amount Earned	NEXT	NEXT
11/06/2001	Sent Keen Mail	\$ N/A
10/18/2001	Live Advice Call	\$0.00
10/18/2001	Live Advice Call	\$0.00
10/11/2001	Received Keen Mail	\$ N/A
10/11/2001	Sent 3 Free Minutes	\$ N/A
640	NEXT	NEXT
Notes ~		

Don't forget to click "Update" to save your changes.

650	Update	652
660	Cancel	664
Feedback ~	660	662
→ Date	664	670
Rating		Feedback
03/13/2000 * * * * Brilliant rundown of plays!		

CUSTOMER CONTACT SCREEN 630

FIG. 5

My Keen > My Customers

Customer Lists

Main View | Customer Lists

Customer Lists allow you to manage all your customer lists, including creating, editing, renaming or deleting customer information to keep your customers organized.

Create New ~ 702

710 712 714 716

Customers **Manage** **Delete**

New Customers	43
Unassigned	94
Blocked	0
All Customers	137

Home | Get Advice | My Keen | Give Advice | Help

CUSTOMER LISTS SCREEN 700

FIG. 6

FIG. 8

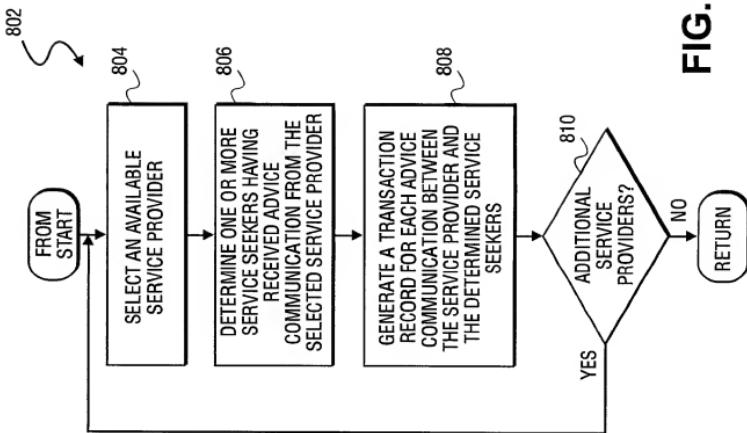
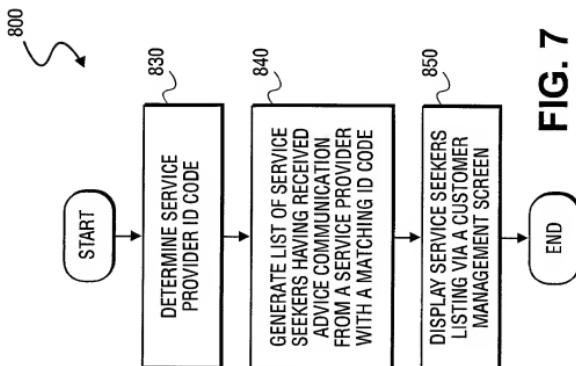


FIG. 7



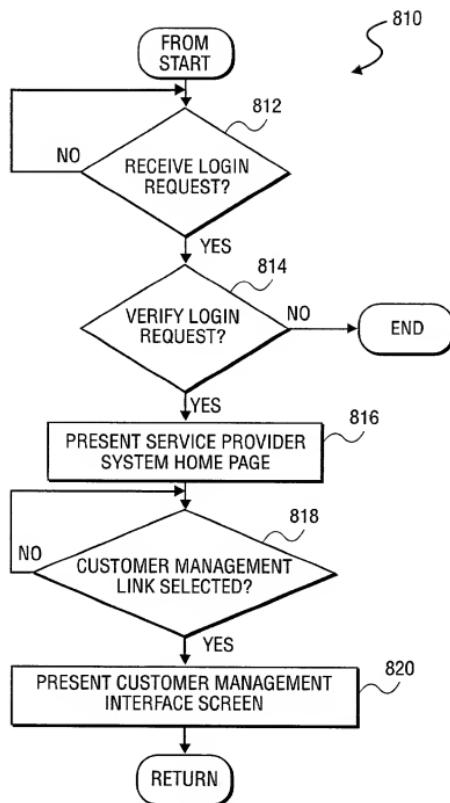


FIG. 9

FIG. 11

844
QUERY A SERVICE SEEKER
TRANSACTION DATABASE TO
DETERMINE THE LIST OF
SERVICE SEEKERS

RETURN

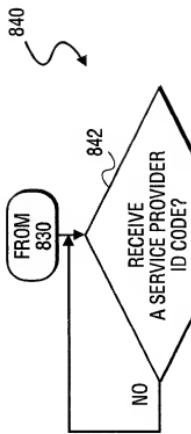
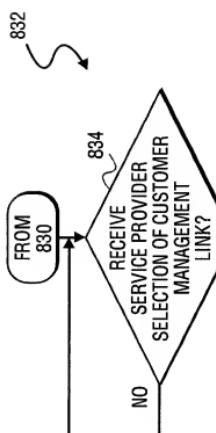


FIG. 10

838
PROVIDE THE DETERMINED
SERVICE PROVIDER ID CODE
TO A SERVICE SEEKER LIST
GENERATION PROCEDURE

RETURN



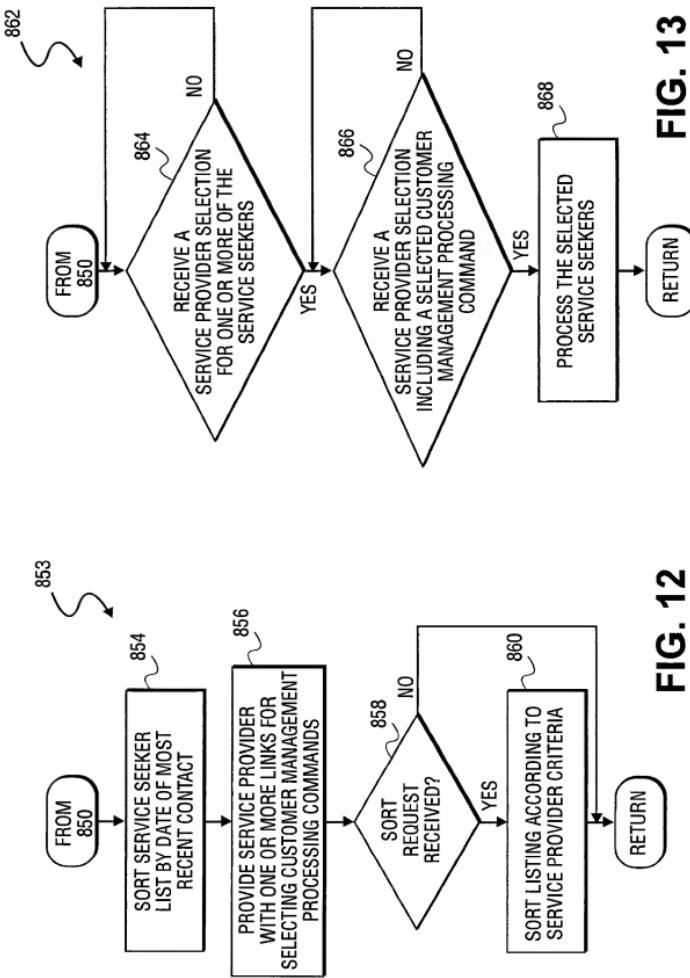


FIG. 12

FIG. 13

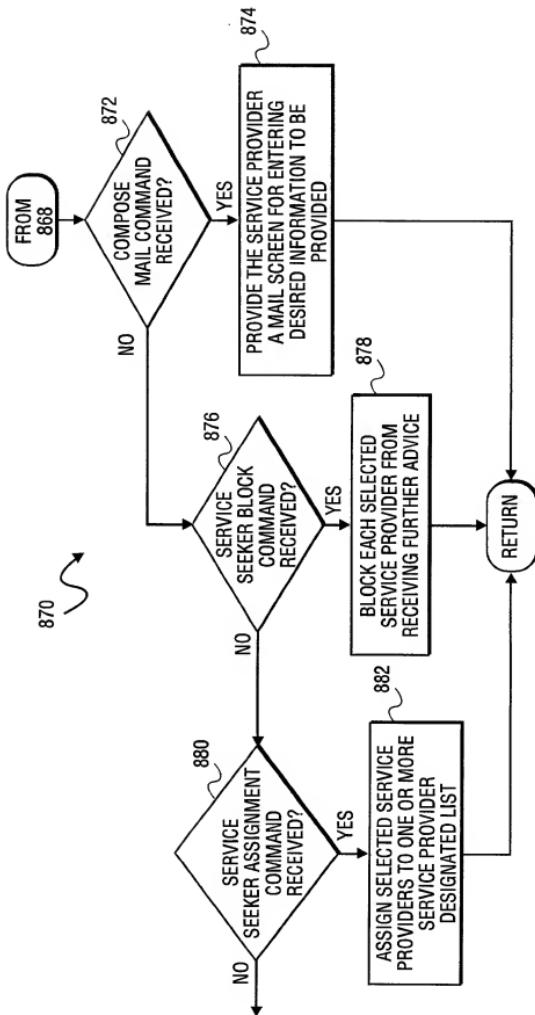


FIG. 14

FIG. 15

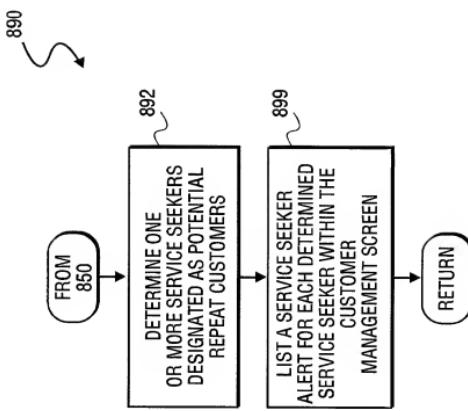


FIG. 17

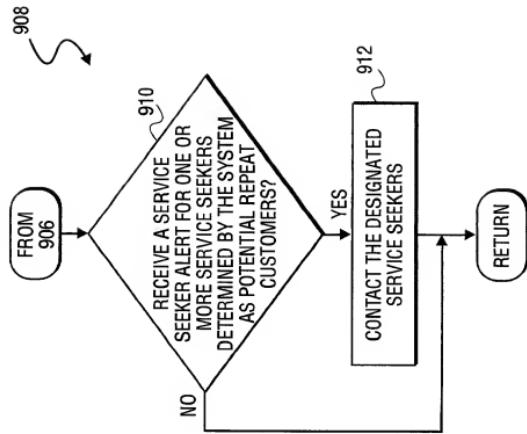
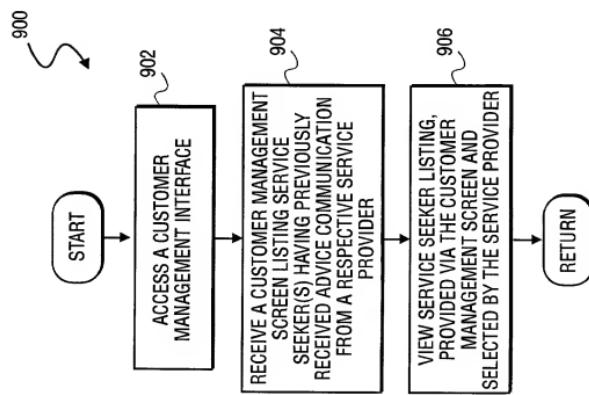


FIG. 16



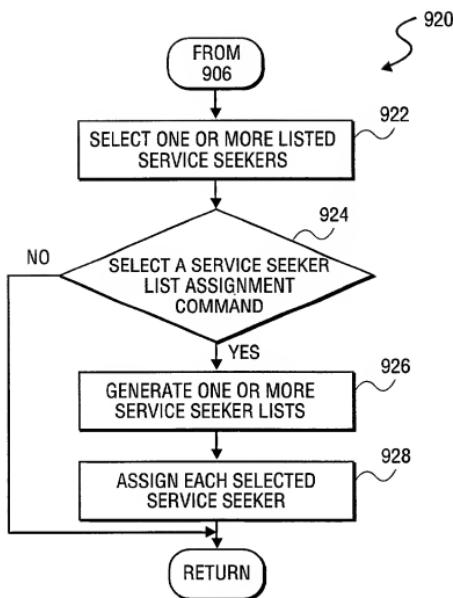


FIG. 18

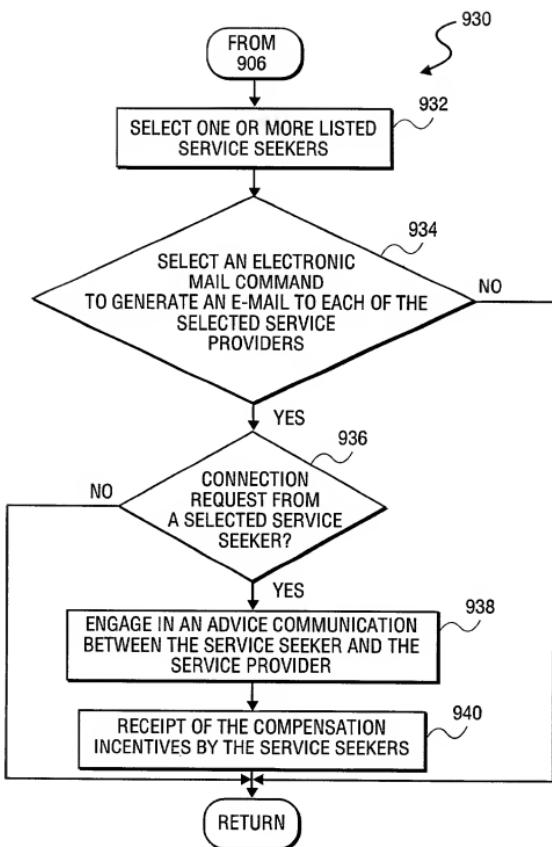


FIG. 19

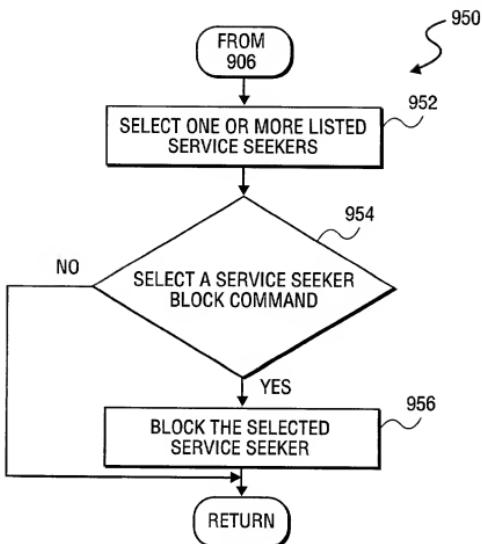


FIG. 20